

QSAC – SERVICES – APPENDIX C

Are you offering library services and programs to your entire community? The first of two primary functions of a library is to offer library services and programs to each group within your community. Well-planned programs attract new audiences and encourage use of library materials. Reliable services provide information to users of all abilities.

Assessment

- *Assessing Service Quality: Satisfying the Expectations of Library Customers* by Peter Hernon and Ellen Altman. Chicago: ALA, 2010.

Reference Services

- [Reference and User Services Association - Reference/Information Services Guidelines](#)

Services to Businesses

- *Small Business and the Public Library: Strategies for a Successful Partnership* by Luise Weiss, Sophia Serlis-McPhillips and Elizabeth Malafi. Chicago: ALA, 2010.

Services to Children

- [International Federation of Library Associations - Guidelines for Children's Libraries Services](#)
- *Dynamic Youth Services through Outcome-Based Planning and Evaluation* by Eliza Dresang, Melissa Gross and Leslie Edmonds Holt. Chicago: ALA 2006.
- *Fundamentals of Children's Services* by Michael Sullivan. Chicago: ALA, 2005.

Services to Senior Populations

- *5-Star Programming and Services for Your 55+ Library Customers* by Barbara Mates. Chicago: ALA, 2003.
- [Reference and User Services Association - Guidelines for Library and Information Services to Older Adults](#)
- *Boomers and Beyond: Reconsidering the Role of Libraries* edited by Pauline Rothstein and Diantha Dow Schull. Chicago: ALA, 2010.

Services to Non-English Populations

- [Reference and User Services Association - Guidelines for the Development and Promotion of Multilingual Collections and Services](#)
- [Reference and User Services Association - Guidelines for Library Services to Spanish-Speaking Library Users](#)

Services to Young Adults

- *Multicultural Programs for Tweens and Teens* by Linda Alexander and Nahyun Kwon. Chicago: YALSA/ALA, 2009.
- *Teens and Libraries: Getting It Right* by Virginia Walter and Elaine Meyers. Chicago: ALA, 2003.
- Young Adult Library Services Association – National Guidelines, [Young Adult Programming](#)
- Young Adult Library Services Association – [Teen Services Evaluation Tool](#)
- *Risky Business: Taking and Managing Risks in Library Services for Teens* by Linda Braun, Hillias Jack Martin, and Connie Urquhart. Chicago: ALA, 2011.

Services to Hearing Impaired, Speech Impaired, Blind and Disabled Populations

- [The Americans with Disabilities Act Title II Technical Assistance Manual Covering State and Local Government Programs and Services](#)
- [Michigan Rights Handbook for Deaf, Hard of Hearing and DeafBlind People](#)
- [FCC Michigan Telephone Relay Service](#)
- [Disability Etiquette: Tips on Interacting with People with Disabilities](#)
- Emma Goldman Memorial Library [Access and Services for Disabled Patrons](#)
- [Librarian 411.Org](#): Training and Resources to Serve Patrons with Mental Illness and/or Developmental Disabilities

Services to Low Income Populations

- *Public Library Services for the Poor* by Leslie Edmonds Holt and Glen E. Holt. Chicago: ALA, 2010.

Literacy Services

- [Every Child Ready to Read](#): Literacy program

Technology Services

- Colorado State Library – [Tech Training for Libraries: Public Training Topics](#)

Evaluating Library Services & Programs

- [Evaluation in Libraries](#) – Library of Michigan Outcome Based Evaluation (OBE) site
- [Stakeholder Evaluation Handbook](#) – Library of Michigan
- [Shaping Outcomes](#) – OBE online class from Indiana University
- [Measuring Your Impact](#) – Online class from the National Library of Medicine
- [Logic Model Development Guide](#) - W.K. Kellogg Foundation
- [Evaluation Handbook](#) - W.K. Kellogg Foundation
- George Needham and Joan Frye Williams' Services [Sustainability Checklist](#)

Library Statistics

- [Rethinking Library Statistics in a Changing Environment](#) - PLA

Useful statistics to maintain for your library

- Author/title and subject fill rates
- Browsing fill rates
- Circulation
- Circulation per capita
- Collection Sizes
- Community demographics
- Library Registrations
- Library Visits
- Reference transactions
- Reference transactions per capita
- Program Attendance
- Program Attendance per capita
- Turnover rates
- Visits
- Visits per capita

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